

# Patient Safety Caravan



المركز السعودي لسلامة المرضى  
SAUDI PATIENT SAFETY CENTER



World Health  
Organization  
REGIONAL OFFICE FOR THE  
Eastern Mediterranean



WHO Collaborating Center on  
Patient Safety Policies and Strategies

# What is patient safety Caravan?

It is a patient empowerment tool to reach out to the largest possible number of patients and their families while receiving healthcare by visiting the healthcare facility, talking to them, conveying the message of patient empowerment, and providing information that helps them to be effective and empowered members in health care through the Patient

Safety Caravan. It is a hypothetical Caravan that consists of a group of volunteers and specialists who visit patients and their families in hospital departments (inpatient wards, outpatient clinics, emergency, and others) to raise awareness of patient safety by empowering, educating, and supporting them.



## Objectives

- Reaching the largest possible number of patients and their families to empower them to improve their safe care.
- Developing and improving patient safety in hospitals and ensuring that patients and companions share the treatment plan with the medical staff.
- Increase volunteers' awareness to learn about patient safety and share it with patients and their families.
- Partnering with quality & patient safety / patient experience departments within healthcare facilities to activate the concept of patient empowerment within their daily work tasks.





## Target groups

- The patient (health care recipient) or companion.
- Volunteers (participants) in carrying out the Caravan.
- Quality & patient safety / patient experience departments as (supporters) for the implementation of the Caravan.



## What is the benefit of participating in the Patient Safety Caravan?

- Contribute to spreading the culture of patient safety.
- Spreading awareness in the community of the concept of patient empowerment by encouraging them to ask questions to healthcare providers within the facility.
- Encouraging patients and companions to make their voices heard and empower them to exercise their rights.
- Involving patients to have an active role when making health decisions with their treatment team.
- Raising health practitioners' awareness of the importance of patient empowerment and its impact on reducing the incidences of medical errors.
- Familiarizing patients and companions with channels to communicate their voice and their role in the treatment plan regarding the health services provided to them, through implementing and sharing the toolkit of the Patient Safety Caravan. Moreover, to spread the correct practices for international patient safety goals : (correct identification of the patient, effective communication, infection control, medication safety ,ensure correct site, correct procedure, correct patient surgery and preventing falls).



## Journey of Patient Safety Caravan

The patient safety Caravan initiative was implemented in selected hospitals within Saudi Arabia to meet the expected and pre-set goals from this initiative through the developed toolkits, awareness materials, and implementation and technical guide. As part of Coordination between

the SPSC-WHOcc on Patient Safety Policies and Strategies to support WHO programs that aim at promoting patient empowerment & community engagement for ensuring safer care through engaging patients and their families.

## Insights from Kingdom of Saudi Arabia

The patient Safety Caravan was initiated in March 2019 through training conducted by the Saudi Patient Safety Center team addressed to healthcare providers and medical students (volunteering team). The team was guided to use the online patient safety caravan

toolkit as a reference. The impact of the Patient Safety Caravan is remarkable, which helps hospitals to find it as an interactive tool to engage the patients and their families at the hospital level with 244 volunteers/ staff members and targeted 3205 patients.



# Insights from Pakistan

Patient Safety Caravan was piloted at June - July 2021 in Manawan Hospital (TMH). It is a secondary health facility based in Lahore in Punjab province, Pakistan. The aim of piloting a patient safety caravan is to share the kingdom of Saudi Arabia's experience and pilot it in countries other than Saudi Arabia and to check the modification and the lessons learned resulting from it. 20 staff members were trained through 2700 sessions to execute the Patient Safety Caravan at different hospital settings with targeted 800 patients. The caravan is considered as a supportive tool in providing a safe environment for the patients

and staff. Patient safety Caravan has improved incident reporting at the hospital level and made patients and their attendants more confident to share their thoughts about diseases. It also built capacities of healthcare work promoting patient safety with good catches, hospital-associated infections, Surgical site Infections, and patient comforts.

The impact of the Patient Safety Caravan is significant, which involves the patients and their families in the process of treatment at the hospital level.

## Patient Safety Caravan Resources :

<https://www.spsc.gov.sa/English/public/pages/patient-safety-caravan.aspx>



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[Click here](#)

